

# Courier

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## South County partnership centers on HART

The heart symbol, often used to suggest love and caring, has a special significance for a group of dedicated service providers in Fairfax County. Using



Members of HART. Back row (L to R): Jo Rutledge, DFS; Jodie Markavitz, NOVAM; Bob Kenney, CSB, Phyllis Manners, DFS, Jan Gordon, NOVAM. Seated (L to R): Kay Cobb, Health Department; Anita Smith, DFS; Sharleen King, CSB. Not pictured are Shannon Reed, FCPS; John Sullivan, CSB.

the acronym HART, or

HIV/AIDS Resource Team, this unique group of county and community workers provides access to resources and support for children whose families are affected by HIV/AIDS.

HART includes representatives from the county's Department of Family Services, Health Department, Community Services Board (Alcohol and Drug Services and Mental Health Services), and from the Fairfax County Public Schools. Community partners include the Inova Juniper Program, HOSPICE

*See HART, page 2*

## Fairfax County celebrates Black History Month

There will be food, music, speeches and student entertainment when Black History Month is celebrated in Fairfax County, Feb. 25. The event this year will be held at Robinson Secondary School in Fairfax as the Fairfax County Board Auditorium is being renovated.

Susan Kidd, NBC 4 news anchor, will speak along with Gary McCullough, vice president and general manager of

Cox Cable Communications.

Billed as the Second Annual Black History Knowledge Bowl, minority students from the school will compete as well as provide entertainment. The event is sponsored by Cox Cable Communications and the Department of Family Services. The public is invited to attend.

For more information, call Emma Marshall, DFS, at 703-324-7483, TTY 711. ■

**HART, from page 1**

of Northern Virginia, and the Northern Virginia AIDS Ministry. The group is a true example of coordination and cooperation between the public and private sectors to efficiently coordinate services to county residents in need.



*Attendees at a community education program.*

to help families impacted by HIV/AIDS. "By having such a broad and knowledgeable representation on this team, we often can recommend a course of action that can reduce the time a worker spends searching for information and support," said Anita Smith, operations manager for the Department of Family Services, who chairs the HART.

Support can include anything from home-based interventions and parent support groups to computers for the children. Jan Gordon, with the Northern Virginia AIDS Ministry, located 10 donated computers and worked with Phyllis Manners, DFS's Family and Child Program, to place them in the homes of families in need.

The HART evolved after a series of events, starting in 2002, when Smith noticed a sharp increase in the number of DFS cases in the South County region involving mothers with HIV/AIDS. Together with Ken Disselkoen, South County regional director, Department of Systems Management for Human Services, Smith organized an AIDS forum involving more than 30 professionals from the fields of health care, education and human services to discuss the needs of families living with HIV/

HART meets bi-monthly to help coordinate resources and support for those who are trying

AIDS. From this meeting, the HART group was formed.

In addition to providing support to families impacted by HIV/AIDS, HART immediately recognized that the county needed to educate the community – especially teens – about HIV/AIDS and how to prevent it. Another team was formed, called VIT – Very Important Teens – to spread the word.

"We focused on the vulnerability of teenagers, emphasizing the risk, impacts and support that is available," said Jodie Markavitz, a VIT member from the Northern Virginia AIDS Ministry. Knowing that the county's Department of Community and Recreation Services was planning a dance at the South County Teen Center, VIT team member Jessica Esparza from CRS administered a survey that was given to teens at the dance.

Twenty percent of the 200 teens responded that they knew or knew of someone who had been affected by HIV / AIDS.

Later, a VIT convention was held at the South County Teen Center, and more than 70 local teenagers attended. In addition to pizza, the teens received information about the dangers of drinking and driving, pregnancy prevention, alcohol and drug abuse, and the prevention of HIV / AIDS. Since then, VIT continues as a presence at such student programs sponsored by schools and recreation centers.

Each of the HART and VIT members displays a common characteristic: a passion for helping children. "The last word in HART is 'team' and we members are a team, serving as a resource for each other and coordinating better services for those in need," said Bob Kenney, with the county's Mental Health Services, Community Services Board.

"The staff really listened to what the community needed and then said, 'How can we help?' observed Kathy Froyd, director of DFS' Children, Youth and Family Division. "They saw the need and rose to the occasion."

This team does have heart!

For more information on the HART and how the team can help these at-risk children, please contact Anita Smith, DFS, 703-704-6363; TTY 703-799-3435. ■



## Focus on Benefits

Had a baby recently? Married or divorced recently? \_\_\_\_\_

# 60 days are important when changing benefits

Have you had a recent change in your family or marital status? If you have a new baby, if you are getting married or if you need to add dependents to your health or dental coverage for any other eligible reason, please remember that your enrollment form must be received by the Benefits Office within 60 calendar days of the event. If your enrollment form is not received within the 60-day period, you will not be able to add your dependents until the next open enrollment period, which is held in the fall of each year. For example, this means an employee has 60 days from the birth of a child to include the child in the benefits package.

Similarly, if you need to drop or reduce coverage due to divorce, loss of dependent eligibility, or because you are being picked up on your spouse's plan, your enrollment/change form must also be received by the Benefits Office within 60 calendar days of the qualifying event.

Failure to file your enrollment forms within the above deadlines can have serious financial consequences for you and your family! Some of the most common reasons for making a change in your health or dental coverage outside of the open enrollment period include:

- ◆ Birth of a child, adoption, or placement for adoption
- ◆ Marriage or divorce
- ◆ Loss of dependent eligibility (such as your son or daughter becoming employed full time and no longer financially dependent on the employee)
- ◆ Change in spouse's employment status/loss of spousal coverage.

Changes cannot be made yet using the Benelogic online system. This will be a future activity included in the popular Benelogic system.

To make a change to your coverage, submit the Fairfax County Government Benefits Election/Change Worksheet and the required supporting documentation (such as birth certificate, marriage license, etc.). Benefits staff recommends faxing your forms to the dedicated Benefits fax number, which is 703-802-8795. Faxing your documents provides you with a confirmation statement that verifies your forms were transmitted within the appropriate deadline.

You also can mail your forms to HR-Benefits, Fairfax County Government Center, 12000 Government Center Parkway, Suite 258, Fairfax, VA 22035. Remember, it is your responsibility to insure that forms are received at the benefits office by the deadline. Trusting your agency, interoffice mail or the U.S. Post Office is not as safe as sending a fax.

Forms and more information about the documentation that is required for making a change in coverage can be found on the Benefits page on the Infoweb at <http://infoweb/hr>. This page can be accessed from any work computer. You may also ask your payroll contact for forms, call the Benefits Office at 703-324-4917, TTY 703-222-7314 or e-mail [hrcbenefits@fairfaxcounty.gov](mailto:hrcbenefits@fairfaxcounty.gov). ■

**Detailed information on your benefits can be seen at <http://infoweb/hr/benefits>**

## 2004 flexible spending account claims must be filed by March 31

Remember, if you participated in the health or dependent care flexible spending account programs in 2004, you must file any claims for reimbursement by March 31, 2005. To be eligible for reimbursement, the service must have been provided by Dec. 31, 2004. Services incurred in 2005 can be filed if you elected to participate again in the program this year.

To find out your balance information in your accounts, please contact Ceridian at 1-877-8820, TTY 711. ■

## New county benefits manager is well suited for the job

Terry Kellogg, the new benefits administrator, came to work for Fairfax County government because she believes it is a great place to work. "Fairfax County is well renowned, has great career opportunities, impeccable financial integrity, a great workforce and terrific programs for employees and county residents," she said. It's also a much easier commute compared to her previous job in Loudoun County where she was the benefits manager for over five years. Kellogg has worked in the public sector for more than 15 years.

Her short-term initiatives include continuing

to educate employees on the new Benelogic system, which offers online benefit information, increasing the number of employees participating in online enrollment, and reviewing the deferred compensation and flexible spending accounts programs. "I want to find the best benefit services at the lowest cost for employees and the county," she said.

Kellogg is impressed with the county's move to the Benelogic online system. First, the system is available twenty-four hours a day. Employees can review their benefit programs from home, work, the local library or anywhere they have Internet access. The system also is much faster, allowing the county to provide better, more cost-effective services. She emphasizes that although some may be hesitant to use an online system, the benefits branch in the Department of Human Resources is always available if county employees have questions.

One of Kellogg's long term initiatives includes creating new ways to communicate with county employees, such as offering benefit information in different languages.

Originally from Ohio, Kellogg currently resides in Springfield with her husband, two children and cat. ■

Terry Kellogg,  
DHR Benefits  
Manager



## 2005 Virginia School Census

School census forms will be mailed to all households in Fairfax County and the City of Fairfax. Every three years the commonwealth of Virginia requires all school districts to conduct a school census. The census counts every child through age 19 whether or not the child attends public or private school or is home-schooled. It also is necessary to count all children who may not be enrolled in an educational setting, including those serving in the military or other settings (i.e. hospitals or other institutions). This state-mandated census helps to determine the fair distribution of Virginia sales taxes, which help fund educational initiatives. In addition, the census data helps project growth, future school enrollment and subsequent funding requirements.

Responding to the 2005 Virginia School Census is quick, easy and can be done online at [www.fcps.edu/census](http://www.fcps.edu/census). Census information collected is **CONFIDENTIAL**.

More information about the 2005 Virginia School Census can be found online at [www.fcps.edu](http://www.fcps.edu) or by calling 703-329-7765, TTY 711. Translation assistance is also provided in Spanish, Korean, Vietnamese, Urdu, Chinese, Arabic and Farsi. ■

**Onthank nomination  
deadline is Feb. 28**

# Annual retirement funds profile

The following charts reflect the status of the employees, uniformed and police officers retirement funds. If you have questions, please contact the Retirement Administration Agency at 703-279-8200, TTY 711, or e-mail [retire@fairfaxcounty.gov](mailto:retire@fairfaxcounty.gov). The figures reflect balances at the end of June 2004. ■

System	Active Membership (6/30/04)	Income and Expenditures for FY 2004	Contributions	Plan members	Employer	Other	Total	Investment income	Less: investment-related expense	Investment management fees	Securities lending	Banking service and other	Net investment income	Total additions	Deductions	Regular service benefits	Disability benefits	Survivor benefits	Refunds and other expenses	Total deductions	Net increase for the year	Net assets held in trust for pension benefits	As of July 1, 2003	As of June 30, 2004	Assets at Market Value (as of June 30, 2004)	Equities	Fixed Income	Mutual Funds and Pooled Trusts	Short-term investments/Accruals/Cash	Equity in County's Pooled Cash	Receivable from sale of investments	Cash Collateral received for securities lending	Total assets	Payable for collateral received for securities lending	Payable for purchase of investments	Accruals payable and annual advances	Investment managers
<b>Police Officers Retirement System</b>	1,298			\$ 9,689,253	14,682,201		\$ 24,371,454	94,498,211	3,131,592	546,771		373,165	91,176,999	115,548,453	24,982,292	1,270,442	1,429,629	609,246	28,291,609	\$ 87,256,844	\$ 591,890,728			\$ 355,319,085	\$ 198,091,436	\$ 87,248,164	\$ 42,223,205	\$ 1,146,297	\$ 4,638,150	\$ 67,354,471	\$ 756,020,808	\$ 67,354,471	\$ 8,589,096	\$ 69,963	Capital Guardian Trust Company, Los Angeles, CA Cohen & Steers Capital Management, New York, NY Dodge & Cox Investment Managers, San Francisco, CA J.P. Morgan Investment Management, New York, NY Lazard Asset Management, London, England Marathon Asset Management, New York, NY Pantleon Ventures, Inc., San Francisco, CA Payson & Pygel Investment Counsel, Los Angeles, CA Pinebridge Investment Management, Minneapolis, MN RBC Capital Management, New York, NY RBC Global Asset Management, Los Angeles, CA State Street Global Advisors, Boston, MA State Street Investment Management, Minneapolis, MN Standard & Poor's Investment Management, New York, NY Trust Company of the West, Los Angeles, CA UBS Real Estate Advisors LLC, Hartford, CT Wasatch Advisors, Salt Lake City, UT		
<b>Uniformed Retirement System</b>	1,646			\$ 7,649,425	24,823,288	150,869	\$ 32,623,572	97,922,792	3,664,001	533,301		395,275	94,008,180	126,631,752	21,252,301	6,307,390	394,740	749,804	28,704,235	\$ 97,927,517	\$ 667,361,178			\$ 162,575,744	\$ 190,845,994	\$ 357,704,247	\$ 70,470,730	\$ 4,580,676	\$ 29,028,108	\$ 41,477,191	\$ 856,690,690	\$ 41,477,191	\$ 58,837,967	\$ 1,066,837	Bancays Global Investors, San Francisco, CA Cohen & Steers Capital Management, New York, NY HarbourVest Partners, Boston, MA J.L. Kaplan Associates, Boston, MA JP Morgan Investment Management, New York, NY Marathon Asset Management, London, England Pantleon Ventures, Inc., San Francisco, CA Payson & Pygel Investment Counsel, Los Angeles, CA Pinebridge Investment Management, Minneapolis, MN RBC Capital Management, New York, NY RBC Global Asset Management, Los Angeles, CA State Street Global Advisors, Boston, MA State Street Investment Management, Minneapolis, MN Standard & Poor's Investment Management, New York, NY Trust Company of the West, Los Angeles, CA UBS Real Estate Advisors LLC, Hartford, CT Wasatch Advisors, Salt Lake City, UT		
<b>Employees' Retirement System</b>	14,330			\$26,594,161	34,418,051	1,122,434	\$ 62,134,646	329,523,312	9,284,587	1,432,964		819,710	319,741,467	381,876,133	81,795,303	5,905,127	1,974,674	4,799,444	94,474,548	\$ 287,401,585	\$ 1,780,113,740			\$ 919,829,490	\$ 418,712,571	\$ 602,829,829	\$ 133,514,992	\$ 2,763,768	\$ 37,422,207	\$ 126,574,500	\$ 2,241,637,357	\$ 126,574,500	\$ 44,452,470	\$ 3,005,002	Bancays Global Investors, San Francisco, CA Brandywine Asset Management, Wilmington, DE The Citron Group, Minneapolis, MN Cohen & Steers Capital Management, New York, NY DJI International Management, Norwalk, CT Fidelity Investments, New York, NY Julius Baer Investment Management, New York, NY LSV Asset Management, Chicago, IL MacKey Shields, New York, NY Pinebridge Investment Management, Minneapolis, MN Post Advisory Group LLC, Los Angeles, CA Shearman & Sterling, New York, NY State Street Investment Management, Minneapolis, MN State Street Global Advisors, Boston, MA State Street Investment Management, Minneapolis, MN Trust Company of the West, Los Angeles, CA Thomson Horstmann & Bryant, Inc., Saddle Brook, NJ Robert E. Torrey & Co., Bethesda, MD Wanger Asset Management, Chicago, IL		

## Managing Your Job

# Be patient when dealing with inexplicable customer behavior

Being difficult or demanding is not uncommon among government customers. But sometimes some of the people you serve indulge in inexplicable behavior that leaves you wondering, what's up. This includes:

1. Failing to follow simple directions.
2. Snapping at you when you're merely trying to help.
3. Ignoring signs that are right in front of them.
4. Rambling incessantly.
5. Not listening to you.
6. Arguing even when you agree with them.

**As customers get upset, their thinking malfunctions as too much adrenaline floods the brain. That baffling behaviour isn't character; it's chemical.**

7. Making you as agitated as they are. "It may not be personal, but chemical," suggests Andra Medea, author of *Conflict Unraveled: Fixing Problems at Work and in Families*. "As customers get upset, their thinking malfunctions as too much adrenaline floods the brain."

This, Medea contends, explains the irrational behaviors listed above. For example:

**Behavior No. 1:** "Under a flood of adrenaline, the brain loses its ability to do sequence. That means steps one, two and three can become a hopeless jumble. If you tell [customers] to walk down the hall, take a right, and go in the green door, they may get lost at the first turn."

*Solution:* Go with them and show them the way.

**Behavior No. 2:** "Flooding people are edgy and get hostile around jargon and unfamiliar words," says Medea. "Think of the last time you had a computer problem and the techie started spouting geek."

*Solution:* Keep your words short and simple.

**Behavior No. 3:** "With too much adrenaline, the brain loses its ability to pick out key objects," Medea maintains. "You've done

this yourself. You're dashing out the door and suddenly you can't find your keys. You tear the place apart only to realize they're sitting right in front of you. This is how a customer manages to not see the warning on the back of the box or the sign in plain English posted in the hall."

*Solution:* Take the time to point things out to your customers.

**Behavior No. 4:** "It's the problem with sequence again," says Medea. "They can no longer tell what's on topic and what's off."

*Solution:* Walk customers through their problem. Ask: "What happened first?" "What happened next?" As your customers progress, they're likely to become coherent again.

**Behavior No. 5:** "Flooding people lose their ability to hear new information," Medea says. "They're not ignoring you; that part of the brain gets disconnected, and they literally can't take in your words."

*Solution:* Talk slowly and calmly. Draw them a simple map or diagram while talking them through the stages. If they can't remember everything you've said, they can at least refer to the map.

**Behavior No. 6:** "Remember, they may not be able to hear what you said," says Medea.

*Solution:* Ask simple sequence questions until they calm down. *Then* make your offer and they'll probably accept.

**Behavior No. 7:** "Flooding is contagious," Medea concedes. "That means even as your customers are telling that rambling story, you're losing your ability to listen to it. However, calm is also contagious."

*Solution:* Be patient. Take a deep breath. Keep your voice low and steady. This will help you to calm customers down, rather than allow you to become as frazzled as they are.

- Reprinted by permission from the *Customers First for Government* newsletter.

Andra Medea can be reached at 866-323-9865 or at [amedea@PivotPointPress.com](mailto:amedea@PivotPointPress.com). ■

*This article was suggested for reprint in Courier by Marilyn Buxton, FMD*

## Briefs

**Hello, Weather**

In case of inclement weather, employees are reminded to call 703-246-SNOW (7669) for county government closing information. New this year, employees can also call 703-324-SNOW (7669) or toll-free, 877-SNOW FFX1 (877-669-3391).

**Personnel Regulations Public Hearing**

The Civil Service Commission will hold a public hearing on proposed revisions to the Fairfax County Personnel Regulations. Revisions to Chapters 4, 9, 10 and 12 have been recommended by the Department of Human Resources. Specific proposed revisions include:

- ♦ Section 4.15-4 (d) – Add emergency management coordinator to the list of senior managers who do not earn compensatory time for overtime hours worked. In addition, in the same section, change Telecommunications and Consumer Services to Cable Communications and Consumer Protection.
- ♦ Section 9.4-5 and 9.4-6 – Clarify that an employee who was demoted as part of a Reduction in Force (RIF) and retained his/her pay level will continue to retain that pay level if he/she declines a position in his/her former job class.
- ♦ Section 10.35-1 (a) – Reflect the change in terminology of liberal leave to unscheduled leave when granting leave during inclement weather and other emergencies.
- ♦ Section 12.4-2 (b) – Indicate when an employee has been supervised by more than one person during a review period. The performance rating will be calculated by weighing the ratings of all supervisors based on the number of months of supervision. This revises the current policy wherein if the current

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supervisor had supervised an employee for eight months or more, his/her rating was considered the sole and final step.

The public hearing will be held on Tuesday, Feb. 8, at 7 p.m. in Conference Rooms 2 & 3 of the Fairfax County Government Center, 12000 Government Center Parkway, Fairfax. Anyone wishing to speak, or needing reasonable ADA accommodations, should contact the Civil Service Commission at 703-324-2930, TTY 711, to be placed on the speaker's list. Please note that this notice can also be found in the Jan. 7 *Courier* newsletter as well.

**Health Department Encourages Smallpox Viewers to Know Fact from Fiction**

A new movie aired last week on the FX Network, "Smallpox," is prompting the Health Department to educate viewers on the real facts about smallpox disease. "Smallpox" is a fictional drama about a man who infects himself with smallpox with the intention, according to movie promotions, "to kill millions." An information sheet that compares smallpox facts with fiction is available from the Centers for Disease Control and Prevention. In addition, fact sheets on smallpox, and the smallpox vaccine, are available in English and several other languages from the Virginia Department of Health. The Fairfax County Health Department has an all-hazards emergency response plan that addresses the provision of vaccines or medications to county residents in the event of a public health emergency, if appropriate. For more information, visit the Health Department Web page or call the Health Department at 703-246-2411, TTY 703-591-6435.

## Briefs

**Calendar of Events**

The calendar of all public meetings of county boards, authorities and commissions is on the Fairfax County Web site at [http://fairfaxcounty.gov/calendar/show\\_calendar.asp](http://fairfaxcounty.gov/calendar/show_calendar.asp).

**Phone Messages**

Recently, the County Executive's Office received a complaint from a citizen who called the county for service and remained on hold because the voice mail recording assured the caller that someone would soon assist him and did not indicate that county offices were closed for a holiday. The County Executive's Office reminds all county agencies that "must answer" phone numbers or any phone number provided to the public should indicate when the county is closed for a holiday or due to inclement weather. All county staff should also change their personal voice mail messages to alert callers when the county is closed for a holiday or due to inclement weather, or when the staff member is out of the office for one business day or longer on leave or for training. All county employees should also include the same information on their e-mail account, using the out-of-office assistant. Both voice mail and e-mail messages should always provide an alternate contact for immediate assistance during normal business hours and should provide contact information if service is provided outside of normal business hours. Sample messages are available on the Infoweb at <http://infoweb/cex/holidaymessages.htm>. For more information, call the Office of Public Affairs at 703-324-3187, TTY 703-324-2935. ■

**703-324-SNOW (7669)**  
**703-246-SNOW (7669)**  
**toll-free 1-877-669-3991**

## Security & Safety Matters

# P'CASO – Protecting children against sex offenders

While the Internet has brought amazing educational opportunities for our kids, it has also become a place where sexual predators access and stalk children. There are two mistakes kids make in chatting on the Internet that can create potentially dangerous situations. First, they think they are anonymous online and that no one will be able to “find them” later. Second, they assume people are who they say they are.

Four out of five households in Fairfax County have Internet access. There are 300 to 400 sex offenders in Fairfax County, according to the Virginia State Police.

A public/private program, named P'CASO, is specifically designed to prevent crimes against children. It increases the capacity of local law enforcement to detect and apprehend child sexual predators operating on the Internet. With the support of *ChildSafeNet* ([www.childsafenet.org](http://www.childsafenet.org)), a nonprofit charitable organization that partners with law enforcement, the Fairfax County Police department

has increased its effectiveness. *ChildSafeNet* offers community-based child safety programs for both adults only and kids only audiences in Fairfax County. The programs are offered free of charge to county

***There are 300-400 sex offenders in Fairfax County, according to the Virginia State Police.***

residents, including public employees, citizens, businesses and community groups. Committed to the belief that an educated community provides the best protection for kids, *ChildSafeNet* sponsors programs that bring together law enforcement and nonprofit organizations and child abuse experts to raise public awareness of the types of threats posed to children by sexual predators, both online and in the open community. Contact Anne Harrison, executive director of *ChildSafeNet*, at 703-768-9477, TTY 711, or at [anne@childsafenet.org](mailto:anne@childsafenet.org) to schedule a child safety program.

So how can you help protect your child? First, talk to your children.

Make sure that they tell you if they are the recipients of a sexual solicitation or child pornography. Then report these crimes to:

- ♦ Fairfax County Child Protective Services hotline at 703-324-7400, TTY 711, or
- ♦ National Center for Missing & Exploited children (NCMEC) online, [www.cybertipline.com](http://www.cybertipline.com), 1-800-843-5678 or

locally in Northern Virginia at 703-274-3900, TTY 711.

The Internet has many good resources that educate a parent on ways to protect children. Many are linked to the *ChildSafeNet* Web site. Also visit [www.NetSmartz.org](http://www.NetSmartz.org) for a wealth of good ideas on Internet safety and age-appropriate programs.

If you have any questions or would like additional information on the P'CASO program and other programs that support it, please contact Officer Wayne Promisel, FCPD, [wayne.promisel@fairfaxcounty.gov](mailto:wayne.promisel@fairfaxcounty.gov), 703-246-4054, TTY 711. ■

- by Cindy Rubin, security manager

## TAC seeks employee award nominations

The Fairfax County Transportation Advisory Commission (TAC) is accepting nominations for its annual Transportation Achievement Award to recognize outstanding performance by a Fairfax County employee. Criteria include exceptional job performance, contributions that advance or support the County Transportation Plan, or original contributions toward enhancing the quality of transportation in Fairfax County. For further information, call 703-324-1163, TTY 711. Nominations must be postmarked by Feb. 18 and should be forwarded to Bob Adams, Transportation Advisory Commission, 3008 Weber Place, Oakton, VA 22124. ■



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